

**Town of Westminster
Job Description**

Position Title:	Library Assistant	Grade Level:	1
Department	Library	Date:	02/12/2016
Reports to:	Library Director	FLSA Status	Non-Exempt

Statement of Duties

The Library Assistant is responsible for the assisting with circulation and desk services, technical and clerical work, as well as public service work supporting the operations of the Forbush Memorial Library. Employee is required to perform all similar or related duties.

Supervision Required

Under the direct supervision of the Library Director, or his/her designate, clear, detailed, and specific instructions govern the work or are explained with each assignment. Questionable situations are referred to the supervisor. The supervisor reviews the work in progress or upon completion as necessary.

Supervisory Responsibility

The employee as a regular part of the job is not required to supervise other town employees.

Confidentiality

The employee has regular access to confidential information such as patron records that is obtained during performance of regular position responsibilities in accordance with the State Public Records Law.

Accountability

Consequences of errors, missed deadlines or poor judgment may include adverse customer relations and labor/material costs.

Judgment

Well-defined or detailed rules, instructions, and procedures cover all aspects of work. Judgment involves choosing the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity

Work consists of routine or repetitive tasks and/or operations with few variations in established procedures.

Work Environment

The work environment involves everyday discomforts typical of a municipal library setting. Subject to frequent interruptions. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Nature and Purpose of Public Contact

Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or

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coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

Occupational Risk

Risk exposure is similar to that found in a Public Library setting.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Responsible for opening and closing the library building: including properly starting and shutting down the library's computer network, setting the security system and insuring that the physical appearance of the building is maintained during open hours. This responsibility rotates among several key staff members dependent upon scheduling.

Responsible for maintaining the confidentiality of library records of patrons of all ages as required by Massachusetts General Law, Chapter 78, Section 7.

Assists patrons at the library circulation desk; answers the telephone; provides basic directional reference and reader's advisory services; issues library cards; collects and records fines; assists patrons with the copy machine and shelves materials. Issues patron passes to area museums and attractions. Monitors inventory of passes.

Assists patrons in using the PAC's (Public Access Computers), including those which have access to the C/W MARS system and the Internet.

May be responsible for planning and executing at least one story hour per week and may assist with reading groups and other Children's Room activities as directed, if working in the Children's Room.

Responsible for maintaining patron registration records for adult and juvenile patrons.

In cooperation with the Director, may initiate, write, edit and/or send publicity or press releases.

Occasionally and under the direction of the Director or the Adult Services Librarian, may assist in planning programs for Library customers.

Responsible for handling overdue materials: determining what is overdue, sending reminders and bills, keeping appropriate records for both adult and juvenile collections.

May be assigned to children's room to assist the Head of Children's Services with appropriate duties as assigned.

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May be assigned to special projects, such as preparing bulletin boards and book displays.

Needs to be knowledgeable with the use of basic reference materials, including those online and on CD-ROM, and assists the public with their use.

Assists in processing new materials for circulation; and minor repairs of library materials.

Oversees materials on the reserve shelf in a timely and efficient manner.

May be assigned to special projects, assigned to cross train to work in other areas of the Library, or to perform other duties as assigned.

Attends workshops, meetings and conferences to keep current with issues and skills related to position.

Recommended Minimum Qualifications

Education and Experience

High School diploma or equivalent; minimum of one (1) year related work experience in an office environment; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements

As a condition of employment, the employee must pass a CORI check.

Knowledge, Abilities and Skill

Knowledge

Common policies, practices and procedures of the library department and office operations; laws and regulations pertinent to position functions. Knowledge of office software (word processing and spread sheet applications) and the Internet in support of department operations. Familiarity with standard library systems and with children's literature. A background in educational objectives for children ages up to 12 years.

Abilities

Ability to interact effectively and appropriately with the public and other personnel in a supportive, tactful and courteous manner, perform multiple tasks in an organized, accurate and timely manner. Artistic ability required to plan and to execute decorative bulletin boards and simple crafts for children. Ability to work with children, parents, the general public and the library staff in a courteous and tactful manner. Ability to plan and execute programs for children. Ability to follow directions and complete projects with minimum supervision.

Skills

Proficient skill in the operation of a personal computer and office equipment and the application of office software including word processing, spread sheet, and data base management

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applications; proficient business mathematical skills, recordkeeping, keyboarding and customer service skills; proficient written and oral communication skills. Storytelling.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands

Work requires some agility and physical strength, such as lifting books and/or other library materials to place on shelves or standing/ walking for extended periods of time.

Motor Skills

Duties are largely psychological rather than physical; the job may occasionally require the application of basic motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment and keyboarding.

Visual Demands

The employee is required to routinely read documents and reports for understanding. The employee is rarely required to determine color differences.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.